



**Awaken School of  
Outcome Oriented  
Psychotherapies Ltd**

**Code of Ethics, Practice,  
Complaints & Disciplinary  
Procedures.**



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# **Awaken School of Outcome Oriented Psychotherapies Ltd**

## **Introduction**

The Awaken School of Outcome Oriented Psychotherapies Ltd. is a private limited company committed to providing the very best training to those students who want to achieve UKCP accredited status.

Founded in 1983, the School was reformed in 2006 by Lisa and Mark Wake as Awaken School bringing together their Outcome Focussed Hypnotherapy and NLP training programmes to form the current Pathway to Accreditation. Lisa & Mark are both UKCP accredited psychotherapists and have a long history of running successful hypnotherapy, psychotherapy and NLP based training programmes. In addition, Lisa has a long association with UKCP, firstly as Vice Chair from 2003 to 2005 and then as Chair till 2007 and has long campaigned for both high standards of training and practice, and the statutory regulation of the profession.

## **School Mission Statement**

The School is a Training & Accrediting Member of UKCP (UK Council for Psychotherapy) and as such promotes and maintains the art and science of outcome oriented psychotherapies, including the provision of training, supervision and continuing professional development of therapists to the highest ethical standards.

## **Awaken School Code of Ethics and Practice**

### *Professional Responsibility and Behaviour:*

The practice of hypnotherapy/psychotherapy is an activity involving the acceptance of normal professional responsibilities towards clients, colleagues, and society as a whole. While the welfare of the individual client will be the therapist's first concern, it must nevertheless be recognised that there may occasionally be conflict between this and the welfare of other persons, when the therapist will have to exercise personal judgement in deciding where his or her duty lies. Members are required to refrain from any behaviour that may be detrimental to their profession, to colleagues, or to trainees.

Therapists are required to take appropriate action in accordance with the Complaints Procedures with regard to the behaviour of a colleague, which may be detrimental to the profession, to colleagues or trainees. The resignation of a member shall not be allowed to impede the process of any investigation as long as the alleged offence took place during that person's membership.

*Confidentiality:*

Information provided by clients is regarded as confidential. It is disclosed only with the client's consent, unless there is convincing evidence of serious danger to the client or others if it is withheld. Particular care must be taken when presenting case material to colleagues or the public; and where recordings are to be presented, whether of tape, film or video, the client's consent should be obtained in writing and should specify the use to which the material may be put.

*Exploitation:*

Effective therapy depends on establishing a good working relationship with clients. Therapists recognise the power and influence, which this gives them. They do not permit their professional skills to be used in a way that manipulates people for the benefit of other persons or organisations. They do not engage in displays of stage hypnosis. Therapists are required to maintain appropriate boundaries with their clients and to take care not to exploit their clients, current or past, in any way, financially, sexually or emotionally.

*Advertising:*

The professional notices of therapists shall be kept to a dignified wording and shall not include testimonials, make comparative statements, or in any way imply that the services are more effective than those provided by other therapists. Claims of cures for specific problems are not permitted. The School may, at its discretion, declare a notice or method or publicising of services to be unacceptable.

*Qualifications:*

Therapists are required to disclose their qualifications when requested and not claim, or imply, qualifications they do not have.

*Legal Proceedings:*

A therapist who is convicted in a court of law for any criminal offence or who is the subject of civil action by a client in connection with the professional services he or she has provided, shall report the facts to the School (even if these services constitute a different form of therapy).

### *Valuing Client's Autonomy:*

Therapists respect the dignity and worth of the clients as individual human beings. They accept responsibility for encouraging and facilitating their self-development, with a view to increasing the range of choices available to them, and their ability to accept responsibility for the decisions they make. They should be open with their clients about their own qualifications and training, the nature of the therapy they are able to provide, and possible alternatives available.

Therapists should not practice discrimination against clients on grounds of difference, e.g. sexuality, race, culture. The therapist should at all times be aware of the need to avoid the introduction of any suggestion which could be misconstrued as a recovered memory by the client.

### *Valuing Own Skills:*

Therapists should be aware of the range of their skills, and of their limitations. They may not work beyond the limit of their level of competency. Therapists should monitor the progress of their work with each client, and discuss it with the client at appropriate intervals. If reasonable progress is not being made, the therapist has an obligation to so inform the client and to suggest termination or a change of therapist. It is part of their professional responsibility to seek information and advice from colleagues about different treatments where appropriate, and to refer clients to other therapists for a particular client is one sign of professional competence.

In accordance with regulations and guidelines issued from time to time by the School or UKCP, members are required:-

- To maintain and develop their professional competence by means of further training, research, on-going clinical supervision and other consultative support;
- To take formal steps to further awareness of their own psychological and emotional functioning.

### *Professional Liability Insurance:*

All practicing members – of whatever status must be covered by comprehensive professional indemnity insurance.

### *Therapeutic Contract:*

Therapists are required to disclose their fees terms before commencement of therapy. They should inform clients of conditions with regard to all elements of the therapeutic contract, including such things as confidentiality, payments for missed appointments, holidays, etc. Arrangements regarding frequency of

sessions, length of treatment, transfer to another therapist, and termination, are discussed with them where appropriate and mutual agreement sought. Therapists have a responsibility to ensure that the conditions in which they work are suitable for the type of therapy being provided.

*Medical Advice:*

Where there may be a physical aspect to the client's condition, the therapist should ensure, as far as reasonably possible, that the client has sought appropriate advice, although clients cannot be compelled to consult a medical or other practitioner if they have objections in principle to doing so. In any case it is desirable that the client's GP or other medical adviser should be informed that he/she is receiving hypnotherapy but this needs to involve the client's consent.

In any case concerning a child under 16, the parents should be informed, in writing, that it is their responsibility to inform their GP or other medical adviser that they are seeking hypno-psychotherapy treatment for the child.

In no circumstances may the therapist advise a client to discontinue a medically prescribed course of treatment.

The therapist is forbidden to attempt treatment of epilepsy, and is also warned against treatment of mental illness other than mild neurosis conditions, except in special circumstances where treatment is undertaken with the approval and on-going support of the client's medical adviser.

*Research:*

Therapists should appreciate the need to keep up-to-date with research and new developments in the psychotherapy field generally. Researchers are required to clarify with clients or colleagues the nature, purpose and conditions of any research project in which they are to be involved, and to ensure that informed and verifiable consent is given before commencement. Such consent may be withdrawn at any time thereafter should any such clients or colleagues so choose.

*Summary:*

The School or UKCP shall have power to interpret and enforce compliance with the Code of Ethics & Practice by its therapist, and to impose such sanctions as it sees fit for breaches of the Code by means of COMPLAINTS AND DISCIPLINARY PROCEDURES.

*Revised June 2007*

*Revised May 2009*

# UKCP Code of Ethics and Conduct

## *1. Introduction*

- 1.1 The purpose of a Code of Ethics is to define general principles and to establish standards of professional conduct for Psychotherapists in their work and to inform and protect those members of the public who seek their services. Each organisation will include and elaborate upon the following principles in its Code of Ethics.
- 1.2 All Psychotherapists are expected to approach their work with the aim of alleviating suffering and promoting the well-being of their clients. Psychotherapists should endeavour to use their abilities and skills to their client's best advantage without prejudice and with due recognition of the value dignity of every human being.
- 1.3 All Psychotherapists on the UKCP Register are required to adhere to the codes of Ethics and Practice of their own organisations which will be consistent with the following statements and which will have been approved by the appropriate UKCP Section.

## *2. Codes of Ethics*

Each Member Organisation of UKCP must have published a Code of Ethics approved by the appropriate UKCP Section and appropriate for the practitioners of that particular organisation and their clients. The Code of Ethics will include and elaborate upon the following ten points to which attention is drawn here. All Psychotherapists on the UKCP register are required to adhere to the Codes of Ethics of their own organisations.

- 2.1 **Qualifications** – Psychologists are required to disclose their qualifications when requested and not claim, or imply, qualifications that they do not have.
- 2.2 **Terms, Conditions and Methods of Practice** – Psychotherapists are required to disclose on request their terms, conditions and, where appropriate, methods of practice at the outset of Psychotherapy.
- 2.3 **Confidentiality** – Psychotherapists are required to preserve confidentiality and to disclose, if requested, the limits of confidentiality and circumstances under which it might be broken to specific third parties.
- 2.4 **Professional Relationship** – Psychotherapists should consider the client's best interest when making appropriate contact with the Client's GP, relevant Psychiatric services, or other relevant professionals with the client's knowledge. Psychotherapists should be aware of their own limitations.

- 2.5 Relationship with clients** – Psychotherapists are required to maintain appropriate boundaries with their clients. They must take care to not exploit their clients, current or past, in any way, financially, sexually or emotionally.
- 2.6 Research** – Psychotherapists are required to clarify with clients the nature, purpose and conditions of any research in which the clients are to be involved and to ensure that informed and verifiable consent is given before commencement.
- 2.7 Publication** – Psychotherapists are required to safeguard the welfare and anonymity of clients when any form of publication of clinical material is being considered and to obtain their consent whenever possible.
- 2.8 Practitioner Competence** – Psychotherapists are required to maintain their ability to perform competently and to take necessary steps to do so.
- 2.9 Indemnity Insurance** – Psychotherapists are required to ensure that their professional work is adequately covered by appropriate indemnity insurance.
- 2.10 Detrimental Behaviour** –
- (i) Psychotherapists are required to refrain from any behaviour that may be detrimental to the profession, to colleagues or to trainees.
  - (ii) Psychotherapists are required to take appropriate action in accordance with Clause 5.7 with regard to the behaviour of a colleague which may be detrimental to the profession, to colleagues or to trainees.

### *3. Advertising*

Member Organisations of UKCP are required to restrict promotion of their work to a description of the type of Psychotherapy they provide.

Psychotherapists are required to distinguish carefully between self-descriptions, as in a list, and advertising seeking enquiries.

### *4. Code of Practice*

Each Member Organisation of UKCP will have published a Code of Practice approved by the appropriate UKCP Section and appropriate for the practitioners of that particular organisation and their clients. The purpose of Codes of Practice is to clarify and expand upon the general principles established in the Code of Ethics of the organisation and the practical application of those principles. All Psychotherapists on the UKCP Register will be required to adhere to the codes of Practice of their own organisations.

## *5. Complaints Procedure*

Each Member Organisation of UKCP must have published a Complaints Procedure, including information about the acceptability or otherwise of a complaint made by a third party against a practitioner, approved by the appropriate for the practitioners and their clients have clear information about the procedure and processes involved in dealing with complaints. All Psychotherapists on the UKCP Register are required to adhere to the Complaints Procedure of their own organisation.

**5.1 Making a Complaint** – a client wishing to complain shall be advised to contact the Member Organisation.

**5.2 Receiving a Complaint** – A Member organisation receiving a complaint against one of its Psychotherapists shall ensure that the therapist is informed immediately and that both complainant and therapist are aware of the Complaints Procedure.

**5.3 Appeals** –

- (i) After the completion of the Complaints Procedure within an organisation, provision must be made for an appeal, stating time limits, grounds and procedures.
- (ii) After the completion of all procedures in an organisation, an appeal may be made to the Central Final Appeals Committee of UKCP

**5.4 Reports to UKCP Section** – Where a complaint is upheld the Section shall be informed by the organisation

**5.5 Report to the UKCP Registration Board** – Member Organisations are required to report to the UKCP Registration Board the names of members who have been suspended or expelled.

**5.6 Complaints upheld and Convictions** – Psychotherapists are required to inform their Member Organisations if any complaint is upheld against them in another Member Organisation, if they are convicted of any notifiable criminal offence or if successful civil proceedings are brought against them in relation to their work as Psychotherapists.

**5.7 Conduct of Colleagues** – Psychotherapists concerned that a colleague's conduct may be unprofessional should initiate the Complaints Procedure of the relevant Member Organisation.

**5.8 The registration of a member** of an organisation shall not be allowed to impede the process of any investigation as long as the alleged offence took place during that person's membership.

## *6. Sanctions*

6.1 Psychotherapists who are suspended by, or expelled from, a Member Organisation are automatically deleted from the UKCP Register

## *7. Monitoring Complaints*

7.1 Member Organisations shall report to the Registration Board annually concerning the number of complaints received, the nature of the complaints and their disposition.

7.2 The Registration Board shall report annually to the Governing Board on the adequacy of Member Organisation' disciplinary procedures.

## **Codes of Practice & Conduct relating to trainers, staff & students**

### *Administration:*

1.1 Personal enquirers seeking information about the training are provided with the following material:-

1. Current prospectus
2. Application form
3. Dates in the nearest location to the location of the prospective student
4. Code of Practice
5. Costs

1.2 Confidential information provided to the school by applicants, students, training staff, clinical supervisors, referees and the Criminal Records Bureau is not disclosed to persons outside the school's organisation, and where appropriate, the clinical supervisors, unless obvious damage would result from failure to do so.

1.3 The school abides by the Data Protection Act 1984.

1.4 The school adheres to the terms and conditions stated in the current prospectus as closely as possible. However, it will be understood that the training programme to UKCP registration, plus the monitored clinical supervision will probably span a period of four years for most students. As a member of the UK council for Psychotherapy, the school is obliged to adhere to training and other standards required by the body: also to have regard to university accreditation where applicable. The school therefore reserves the right to make course and examination adjustments, changes in course

facilitators and changes in supervision requirements without prior notice, where such changes are perceived to be in the interests of the Course and its students.

- 1.5 The School reserves the right to withdraw a course offered (with full fees refund) should unforeseen circumstances or frustrating events arrive (e.g. the venue becomes unavailable, or if too few applicants were accepted for enrolment).
- 1.6 Applicants will be sent this document.

### *Refunds*

- 2.1 The School refunds fees on a pro rata basis without question upon written request no later than 5 days after the first training weekend (time to be strictly of the essence) and providing that all course material is returned to the School.
- 2.2 Should a student decide that the course is unsuitable after the second or subsequent weekend, the student needs to understand that all fees are still due to Awaken School.
- 2.3 Where a student is asked to leave a course, a refund of fees for the remainder of the course is given.

### *Queries, problems & procedures*

Any student who wishes to raise a query or discuss a matter or problem which is in any way connected with his/her attendance, future training programme or examination, or otherwise concerning the school procedures and policy must contact their trainer in the first instance. They may be referred to the school or a student adviser. Such matters, when discussed verbally and informally, are treated in confidence if requested.

### *Grievance & complaints procedures*

- 3.1 Grievance is defined within documentation provided to new students.
- 3.2 Any complaint against a trainer who is alleged to be behaving unethically must be brought to the attention of the Student Advisor without delay.
- 3.3 Any complaint against a student who is alleged to be behaving improperly will, firstly, be dealt with by mediation and conciliation. Should such attempts fail, the complainant will be advised to follow the Grievance and Complaints procedure.

3.4 Any complaint alleging breach of contract by the school must be made in writing to the School without delay. The letter must clearly specify which part of the School's terms and conditions as set out in the School's published documentation is to have been breached. The student advisor will institute a full investigation and review of the complaint, and will reply to the complainant in writing within a month of the receipt of the written complaint.

*Regulation of training and conduct of trainers*

4.1 The training of appointed trainers is the responsibility of the School's principal or appointee: Trainers may not deviate in any material respect from the teaching plans provided, or the methods approved by the School.

4.2 Trainers are discouraged from entering into professional arrangements with pre-diploma students outside the course including personal therapy, supervision or business arrangements.

4.3 Any student approaching a School trainer for personal therapy should normally be advised to contact the head office who will advise him/her to other UKCP accredited psychotherapists.

4.4 Trainers will disclose in confidence to the directors and trainers only, matters coming to their attention which pertain to the proper conduct or functioning of any student, or which might affect the welfare of the class.

4.5 Trainers are expected to disclose to the directors only any serious illness which may disrupt their professional functioning.

4.6 Trainers balance the care and attention accorded to any individual beside the welfare of the class as a whole.

4.7 Trainers do not exploit their position of trust in any way that could be detrimental to the dignity and well-being of the student or the school. Together with the imparting of knowledge and constructive criticism, regard is paid to the personal development of all students undergoing training. Trainers respect the diversity of students and do not discriminate adversely on grounds of difference. Trainers abide by the School's equal opportunities statement.

4.8 Trainers make it clear to students that they cannot be regarded as advisers or spokespersons on behalf of the School where queries arise of a nature not directly related to the current training session. In such cases, students are referred to the Student Adviser.

### *Rules of conduct for trainees*

- 5.1 Students may not advertise using the name of the School until they have gained diploma status.
- 5.2 Students may not advertise using the name of the UKCP unless they are Candidates in Training with the UKCP.
- 5.3 Students may not engage in any activity involving the use of hypnosis, hypnotherapy or psychotherapy with any person outside the supervision of the classroom or the supervisory relationship, that is beyond their level of competence as defined by the School.
- 5.4 Students are made aware during training of the ethics of confidentiality and the strict financial and sexual standards that will be demanded of them by the School when they move into professional practice.
- 5.5 Students are expected to have due regard to the Code of Ethics and Practice.
- 5.6 Students understand that all the School's material is copyright to the school and may not be reproduced in any form without the written consent of the School.
- 5.7 Students are expected to behave with courtesy and consideration to fellow students and trainers and to respect the rules of attendance and procedure that are laid down by the School.
- 5.8 Students are obliged to inform the School in the event of any serious criminal conviction, or any successful or pending civil action pertaining to their professional work, whether in hypnopsychotherapy or a different therapy.
- 5.9 Students are obliged to disclose any serious illness or disability that might disrupt their studies or future professional functioning. Should any of these situations arise whilst the student is undergoing training, he/she must inform the head office.
  - 5.9.1 Students understand that the School's trainers do not act as advisers or spokespersons on behalf of the School and cannot be expected to respond to queries not directly related to the current training session

### *Equal opportunities policy*

The school endorses and recognises the need for an equal opportunities policy and is committed to promoting equal access to employment and training regardless of **race, colour, nationality, religion, gender, sexual**

**orientation, marital status, disability or age** (except in the case of lower age limits.)

The School trainers, seminar presenters, examiners and clinical supervisors are expected to ensure that no unlawful discrimination takes place.

Complaints that cannot be settled by conciliation are dealt with under the Complaints Procedure.

### *Part 1 – Assessment of students*

6.1 Progress and personal suitability of students is assessed by observation.

6.2 In the case of (authenticated) serious illness or serious accident which interrupts studies to a serious extent, the School may offer a later opportunity for training without further fees payment.

6.3 Any student who exhibits psychological/emotional/personality problems which had not been apparent or declared prior to commencement of the course will be advised to enter appropriate therapy as a condition of continuance on the course. Should the problems be considered by the trainers' group to be of such a nature that they are interfering with the steady progress of the student's own training or compromising his/her ability to function properly as a therapist, or interfering with the proper training of other students in class he/she will be required to withdraw from the course.

6.4 If it is considered that the course is unsuitable for a particular student and that it is inappropriate to offer further training, the School reserves the right to require him/her to withdraw from the course.

### *Part 2 – Assessments – Diploma examinations and appeals*

7.1 To gain an overall pass mark, the students must gain in all sections of the practical and written examinations.

7.2 Students eligibility to proceed to formal examination or assessment is dependant on an overall satisfactory assessment of simulated therapy exercises, project assignment and trainer' reports.

7.3 In the event of a trainee showing difficulties with the assimilation of the course material and training, he/she may be expected to undertake some professional coaching external to the classroom work.

## *Examinations*

- 8.1 **Practical assessment.** Should an assessor consider that the candidate is not suitable proficient for a 'pass' marking to be awarded in this section, the School should be consulted without delay by the student for arrangements to be made in preparation for re-assessment if this is considered the best way forward. Preparation would normally involve further period of guidance from his/her approved clinical supervisor.
- 8.2 **Essay Assessments.** Essays and Research project dissertations (submitted if and when appropriate) are assessed separately.
- 8.3 If an essay/dissertation fails to reach a satisfactory pass standard, the student is normally advised to re-work the essay under guidance of the tutor.

## *Appeals procedure*

- 9.1 Any candidate for whom a 'pass' result cannot be awarded owing to failure to reach satisfactory standard in essay or dissertations may request that his/her papers be re-marked by a different examiner (at an appropriate fee).
- 9.2 Any candidate who fails the written paper may request that the written paper be similarly re-marked (at appropriate fee), unless applying for re-sit (ref 8.2 above).
- 9.3 All re-submissions are accepted for re-marking once only.
- 9.4 Decisions which have taken into account the result(s) of Appeals Procedures are final and legally binding

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Continuation of a student therapist on any part of the School courses is at the discretion of the School with the advice of the trainers' group, Academic Board and (where appropriate) the clinical supervisor. Any student found to be unsuitable to continue to receive training, or contravening training rules may be required to leave the course at any part of the four year training.

*First published in this format in September 2004*

*Revised May 2007*

*Revised September 2007*

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## Complaints & Disciplinary Procedures

Clauses 1 to 14 of this document apply to all members of Awaken School. The aforesaid members shall, as a pre-requisite, be members in good standing with Awaken to whom clauses 1 to 10 only apply. All complaints other than those being dealt with by Courts of Law, shall, if conciliation attempts fail, be dealt with by the Complaints Committee of Awaken (hereinafter called the Complaints Committee), or otherwise on the recommendations of any Complaints body established under its authority (hereinafter called the Complaints Committee or the Committee).

1. The Complaints Committee shall consist of a minimum of 3 persons normally drawn from the Academic Board and will be attended and serviced by the Company secretary (hereinafter called the secretary). At least one person should be external to Awaken.
2. On receiving a complaint against any of its members, the Awaken Secretary shall immediately request from the complainant that full details of the complaint be submitted in writing to Awaken secretary (if this has not already been done).

It shall be made clear to the complainant that **no investigation can be set in train unless the full nature of the complaint and the name of the complainant can be made known to the Complaints Committee and the therapist or trainer, as appropriate, and the complainant provides specific details of the complaint.**

3. If the complainant wishes to proceed with the matter, the Secretary shall then, in writing, normally within 14 days, inform the other party/parties concerned, forwarding the full written details of the complaint and inviting a written response and comments, within 21 days.
4. After receipt of written material from both the complainant and the respondent, the secretary shall attempt conciliation towards a resolution acceptable to both parties. Conciliatory proposals may, with the agreement of the Committee, be conveyed in writing to each of the parties, within a reasonable period.
5. The complainant may either agree to the terms of the conciliation proposal, or may notify the secretary that he/she wishes the Committee to proceed with formal investigation. In either case, the complainant shall make his/her response, in writing within 21 days of receipt of the conciliation proposal, otherwise the Committee may consider the case closed.
6. If the respondent fails to agree, in writing, within 21 days, to the terms of the conciliation proposal, formal investigation by the Committee will proceed. Respondents may include Fellows to whom investigations and outcomes similarly apply.

## *Outcomes*

The Committee will normally recommend one of the following outcomes:-

- a) No case to answer; insufficient evidence of any breach of practice, conduct or ethics.
  - b) Complaint upheld wholly or in part; the Committee recommends an appropriate level of sanctions to the Executive. Sanctions may include
    - letter of apology
    - mandatory period of extra clinical supervision
    - written reprimand and warning
    - temporary suspension from membership
    - restitution of fees - in whole or in part
    - removal from membership
7. When the Complaints Committee completes the findings and recommendations, the outcome will be conveyed to both parties in writing, within 28 days.

## *Appeals*

8. Either party may appeal against the Committee's decision, in writing within a further 28 days, provided that **fresh evidence** can be shown to have come to hand since the complaint was heard. Information that was known at the time, but not presented - either by choice or omission - cannot be made the grounds for an Appeal. The Committee will decide if this is fresh evidence of sufficient import to warrant further consideration. If so, similar procedures as set out in 1. to 7. above shall be pursued.

If either complainant or other party seeks to canvass any member of the Complaints Committee about the complaint prior to publication of outcomes, the Committee member shall refuse to respond.

**In any case of removal from membership, the ex-member is informed by the School, in writing, that the removal remains effective unless a successful application for restoration should be made, and that such application could not be considered until at least 12 months after the removal from membership, and would then be subject to conditions laid down by the School. The ex-member is also informed that the School is taking steps to notify the insurers - and other national registers where appropriate - stating the reasons for removal of membership.**

9. Any Awaken member concerned that the conduct of a student, a teacher or a colleague is unprofessional should initiate the complaints procedure as specified in this document.

### *Expenses*

The expenses of the Complaints Committee shall, in the first instance, be borne by Awaken. Thereafter, Awaken may reclaim such expenses from the complainant or respondent in whatever proportion the Committee considers to be fit and proper to either party.

10. All correspondence and notices to either party from the Committee and its Secretary will be deemed to have been duly given if posted or sent by prepaid post to the last known address.

### *Further procedures for members who are UKCP Registrants.*

11. Appeal may be made to the UKCP HypnoPsychotherapy Section for matters related to training. All other appeals must be through the Central Final Appeals process of the UKCP.
12. Members are required to inform Awaken if any complaint is upheld against them in another UKCP member organisation, if they are convicted of any notifiable criminal offence, or if successful civil proceedings are brought against them in relation to their work as hypno-psychotherapists.
13. Where a complaint is upheld on recommendation of the Complaints Committee, the Section shall be informed in writing by Awaken, who will also report to UKCP Registration Board the name of any member who has been suspended or removed from the Awaken Register. Removal of a member's name from the Awaken Register normally results in removal of that member from UKCP registration.
14. Awaken shall report annually to UKCP concerning complaints and outcomes.

*1<sup>st</sup> June 2003.*

*Revised January 2004.*

*Revised June 2006.*

*Revised September 2006.*

*Revised June 2007*

*Revised May 2009*